

## **JOB COACHING**

### **A. Definitions:**

**JOB COACH** . A person who provides the service of job coaching. An alternative title for the position is Employment Training Specialist.

**JOB COACHING** . A service which includes, but is not limited to, intensive on-the-job training necessary to teach an employee both the job duties and job-related responsibilities, such as transportation, co-worker relationships, taking breaks, etc. It may also include interaction with the employer, supervisor, and co-workers to assist in the integration of the employee and spot-checking on performance, employer satisfaction, job coaching/training in new duties, and other responsibilities that assure job retention. Some job coaching activities, such as efforts to encourage the client in medication maintenance, may take place away from the job site. These activities are justified if failure to provide them would probably result in the client being unable to maintain employment.

- B. Qualifications:** IVRS requires job coaches to either be trained through RCEP or APSE specialized program or to have credentials as a licensed educator with the State of Iowa or a degree in rehabilitation. Job coaches meet the requirements through their CARF accreditation and training. The individual should be able to adequately convey information about how the job is to be done and be acceptable to both the client and the employer. Job coaches must complete the employment specialist training.
- C. When Provided:** Job coaching can be provided when the individual has a job for which they need customized training significantly greater than is required by most new employees, and the employer is unwilling or unable to provide it.
- D. Limits/Costs:** Job coaching is authorized by the hour or on an outcome basis ( D codes). Hourly job coach rates should be negotiated, based on the costs incurred by the job coach, but cannot exceed Medicaid Rates. Staff, in negotiating the rate, should be flexible and consider the expenses associated with providing this service. It will vary depending on need and availability.

The staff should determine the number of hours needed through discussion with the employer. The hourly rate cannot exceed the Medicaid rate.